

Employment of Medical and Health Services Managers is projected to grow 17 percent from 2014 to 2024, much faster than the average for all occupations. As the large baby-boom population ages and people remain active later in life, the healthcare industry as a whole should see an increase in the demand for medical services.



For the next several weeks we will feature ...

# CAREERS IN HEALTHCARE

## The type of work

- Develop and maintain computerized record management systems to store and process data such as personnel activities and information, and to produce reports.
- Direct, supervise and evaluate work activities of medical, nursing, technical, clerical, service, maintenance, and other personnel.
- Direct or conduct recruitment, hiring and training of personnel.
- Develop and implement organizational policies and procedures for the facility or medical unit.
- Conduct and administer fiscal operations, including accounting, planning budgets, authorizing expenditures, establishing rates for services, and coordinating financial reporting.

## More Facts ?

Employment is projected to grow in offices of health practitioners. Many services previously provided in hospitals will shift to these settings, especially as medical technologies improve. Demand in medical group practice management is projected to grow as medical group practices become larger and more complex.



## MEDICAL AND HEALTH SERVICES MANAGERS

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Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

## EARNINGS POTENTIAL

### Annual Salary for 2015

Location	Low	Median	High
United States	\$56,2300	\$94,500	\$165,380
Ohio	\$60,750	\$87,430	\$142,640
Cleveland-Elyria-Mentor, OH PMSA	\$65,270	\$89,180	\$134,250

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## THE FUTURE OUTLOOK

Nationwide there were 333,000 individuals employed as Medical and Health Services Managers, and approximately 16,340 in Ohio. This increased demand should create greater needs for physicians and other healthcare workers, medical procedures, and healthcare facilities, and therefore greater needs for managers who organize and manage medical information and healthcare staff. There should be increased demand for nursing care facility administrators as baby boomers age.

## Pathways to success:

Medical and health services managers typically need at least a bachelor's degree to enter the occupation. However, master's degrees are common and sometimes preferred by employers. Graduate programs often last between 2 and 3 years and may include up to 1 year of supervised administrative experience in a hospital or healthcare consulting setting.

Prospective medical and health services managers typically have a degree in health administration, health management, nursing, public health administration, or business administration. Degrees that focus on both management and healthcare combine business-related courses with courses in medical terminology, hospital organization, and health information systems. For example, a degree in health administration or health information management often includes courses in health services management, accounting and budgeting, human resources administration, strategic planning, law and ethics, health economics, and health information systems.



## What Employers look for in individuals:

- Administration and Management - business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Customer and Personal Service - principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Clerical - administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Personnel and Human Resources - principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Law and Government - laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

### Q. How did you become interested in your particular field?

A. I have always had a passion for helping people. I became a nurse right out of high school with the thoughts of becoming a leader one day. I believe the nursing profession helps shape leaders throughout the healthcare system, from bedside to boardroom. I have continued my education in Healthcare Administration at Lorain County Community College through the partnership of Youngstown University.

### Q. How did you get to where you are today? What path did your employment journey take?

A. I started as a nurse which taught me strong communication and strong leadership. These skills are critical in the Health Care field. I have worked in hospitals and several departments within a nursing facility and I find myself learning new things every day. The skills I learned as a nurse and within various departments help me every day as I continue on my career journey.

### Q. What skills or certifications do you think are needed to be successful in this field?

A. I believe foremost that people need to have a compassion and strong communication skills to be able to work with families, since our patients are our priority. I can't stress enough how important it is to stay updated in continuing education with regulations so we know the best way to keep our patients safe.

### Q. What changes have you seen in the last few years in your industry?

A. Health care is always changing. Every year we are updated on new insurance plans, including qualification and coverage as well as regulations in hospitals and nursing facilities. It's important to be knowledgeable about changes so we can provide the finest health care.

### Q. What is the best part of your job?

A. The best part of my job are the families I meet. I get the chance to make a difference, a lifetime impression. Just like families have made a lifetime impression on me and that's priceless.

### Q. Do you have any words of advice for someone considering a career in your field?

A. Be humble and honest. Be considerate of others. Whether you want to admit it or not, people are watching you on social media and will talk about their experience with you. For this reason, in each of your interactions, be considerate of others and look for the win-win in every situation.

## Sponsors



Sources: Occupational Information Network, O\*Net Online, <http://online.onetcenter.org>, U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, <http://stats.bls.gov/ocoeHow.com>